

**Scopwick and Kirkby Green Parish Council**

<http://parishes.lincolnshire.gov.uk/ScopwickandKirkbyGreen/>

# **Customer Service Charter**

**November 2025**

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**Who are we?**

Scopwick and Kirkby Green Parish Council

**Mission Statement**

Scopwick and Kirkby Green Parish Council will work towards enhancing village infrastructure and improving the quality of life for our parishioners.

**Aims**

- To consider and respect the views of our service users and residents of Scopwick and Kirkby Green.
- To be efficient, effective and accessible.
- To provide a quality service to the service users and the wider community as a whole.
- To be flexible and forward thinking, where possible.
- To communicate with parishioners, members of the public and service providers, whilst respecting each individual's confidentiality.
- To respond to parishioner's needs.
- To have a robust complaints procedure.

**Objectives**

This strategy is part of the Parish Council's commitment to creating and maintaining effective working relationships with all sectors of the community, based on trust and openness.